

# CAPPS FIN Service Requests (SRs) Report

Date of Report: 05/01/2019

## Active SRs by Status and Module

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Module Name	Status	Count of Module
<b>Accounts Payable</b>		<b>132</b>
<b>Accounts Receivable</b>		<b>6</b>
<b>Asset Management</b>		<b>26</b>
Billing	Awaiting Customer	1
<b>Billing</b>		<b>1</b>
<b>Cash Receipts</b>		<b>30</b>
Configuration	Awaiting Customer	1
	In Work	2
<b>Configuration</b>		<b>3</b>
<b>Customer Contracts</b>		<b>3</b>
<b>ePro</b>		<b>29</b>
<b>General Ledger</b>		<b>54</b>
<b>Interfaces</b>		<b>26</b>
Inventory	Assessment	2
	Assigned	4
	Awaiting Customer	1
	In Work	3
<b>Inventory</b>		<b>10</b>
<b>Not Applicable</b>		<b>56</b>
<b>PeopleTools</b>		<b>6</b>
Purchase Orders	Acceptance Testing	2
	Assessment	7
	Assigned	17
	Awaiting Customer	45
	In Development	2
	In Work	27
	System Test	1
<b>Purchase Orders</b>		<b>101</b>
<b>Reports</b>		<b>62</b>
<b>Security</b>		<b>39</b>
Strategic Sourcing	Assigned	1
<b>Strategic Sourcing</b>		<b>1</b>
Supplier Contracts	Assessment	1
	Awaiting Customer	1
<b>Supplier Contracts</b>		<b>2</b>
<b>Training</b>		<b>1</b>
<b>Workflow</b>		<b>13</b>
<b>Grand Total</b>		<b>601</b>

### Active SRs by Status

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Status	Count of Module
Acceptance Testing	14
Assessment	33
Assigned	202
Awaiting Customer	116
In Development	14
In Work	205
Pending Prod Approval	7
Rework	5
System Test	5
<b>Grand Total</b>	<b>601</b>

### Active SRs by Priority and Module

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Priority	Module Name	Count of Module
Critical	Purchase Orders	2
<b>Critical</b>		<b>2</b>
High	Accounts Payable	44
	Accounts Receivable	1
	Asset Management	3
	Cash Receipts	10
	ePro	11
	General Ledger	16
	Interfaces	6
	Inventory	2
	Not Applicable	30
	Purchase Orders	28
	Reports	27
	Security	18
	Strategic Sourcing	1
	Workflow	3
<b>High</b>		<b>200</b>
<b>Medium</b>		<b>273</b>
<b>Low</b>		<b>126</b>
<b>Grand Total</b>		<b>601</b>

### Active SRs, Priority = High

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Status	Count of Status
Acceptance Testing	6
Assessment	9
Assigned	83
Awaiting Customer	15
In Development	5
In Work	78
Pending Prod Approval	3
System Test	1
<b>Grand Total</b>	<b>200</b>

### All SRs by Status

(Includes Closed, Completed after 05/01/19)

Status	Count of Status
Acceptance Testing	14
Assessment	33
Assigned	202
Awaiting Customer	116
Closed	32
Completed	373
Governance	1
Hold	21
In Development	14
In Work	205
Pending Prod Approval	7
Rework	5
System Test	5
<b>Grand Total</b>	<b>1028</b>

## CAPPS HR/Payroll Trend Report – Service Requests

May 2018 – May 2019

Status	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	Annual Totals
Opened	229	216	354	359	360	331	335	269	304	300	410	436	388	4291
Closed	217	312	222	356	327	329	322	283	315	309	399	418	405	4214

